

Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Customer Service Supervisor
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GENERAL PURPOSE

Under general direction, plans, organizes, and supervises office and field customer service personnel who provide information, research problems, perform collections, and credit arrangement activities, and shut off water service from delinquent accounts; performs special projects and handles the more difficult, complex or sensitive customer account problems and disputes; reviews utility bills for accuracy prior to release for mailing; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class in the Customer Service series that exercises independent judgment on diverse and specialized customer service duties with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and overseeing the District's billing, collection, account processing, recordkeeping, meter reading, and customer relations functions and is responsible for providing professional level support to District management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over administrative staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Participates in the selection, training, supervision and evaluation of assigned staff; participates in the establishment of performance requirements and personal development targets and provides technical assistance and advice to assigned staff.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Assists with the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Supervises the computing and billing processes in the preparation of billings and responds to and resolves complex or sensitive customer service complaints or inquiries and reviews corrections made to customer accounts; updates the billing systems to ensure that customer bills have the correct date.
- Supervises the training of new employees on the use of telephone and computer equipment, the District's water and sewer rules and regulations, the operations and data requirements of the customer billing system (COINS), field service functions, work order types and codes, and District organization, functions and referral telephone numbers; monitors representatives' interaction with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.
- Assumes the more difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate; Oversees and performs the more difficult work associated with collecting payments for the District's water utility services.
- Receives and refers correspondence and complaints to appropriate staff and/or takes or recommends action to resolve the complaints; assists staff in resolving the more difficult and complex collections and credit cases; recommends and/or takes action on delinquent accounts.
- Reviews account records, history and issues or approves adjustments to customer accounts to correct errors or resolve escalated disputes; monitors collections of utility billings; takes or recommends action to maximize collections; reviews periodic reports of delinquent accounts.
- Works with Information Systems staff to design, evaluate, develop and install enhancements to the COINS and other division technology applications; establishes priorities; defines system user requirements and assists in design and implementation of system enhancements; defines user training and implementation needs; directs and oversees implementation of systems changes.
- Prepares and maintains a variety of records and reports, including time cards, worksheets, accident reports, program documents, and routing; researches and

assembles information from a variety of sources for the preparation of records and reports.

- Requisitions necessary equipment and supplies, and reviews and approves requests by subordinates; evaluates equipment and materials used in the division and recommends changes and/or additions, as required; analyzes trends in population and system and equipment reliability to meet and serve expanding District needs.
- Develops recommendations to improve department operation; coordinates work with various divisions and other users in making system modifications; conducts special studies and recommends organizational, procedural or other changes; schedules and coordinates activities with other departments and divisions, customers, contractors, and other agencies.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Supports and promotes the application of Continuous Improvement principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practices in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with the District's Strategic and Operational Plans.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.

- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable federal and state laws governing collections processes; District water and sewer rules and regulations, codes, policies, and procedures regarding billing, collections, and credit.
- Records management principles and practices.
- Business arithmetic and statistical techniques.
- Characteristics of the District's customer base and usage patterns, including typical causes for high consumption.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning; process mapping and structured problem solving.
- Theoretical and practical knowledge necessary to develop and monitor individual performance standards, and ensure they align with key performance measures for the unit.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Assist with the preparation, administration and monitoring of a division/department budget.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action related to the maintenance of the District's billing function.
- Prepare clear, accurate and concise correspondence, records and reports.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs; validate customer requirements; create a workplace that values employees, encourages their development, values their participation, and encourages innovation; create an environment of continuous improvement and ensure business unit results consistent with expectations in key performance measures.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Three (3) years of increasingly responsible administrative experience involving customer service, billing, and/or collection responsibilities, with at least one (1) year in a lead or supervisory position.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Customer Service Supervisor
Last Update: October 2019

The job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Customer Service Supervisor. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____